

Home

Call

Agent

Customer Satisfaction

Topic

Admin  
Support

Contract  
related

Payment  
related

Streaming

Technical  
Support

Overall Call

5000

Call Answered

4054

Call Not Answered

946

Average Speed of Answer

54.75



PhoneNow

Overall Call

5000

Call Answered

4054

Call Not Answered

946

Average Speed of Answer

54.75

Call Answered %

81.08%

Overall Call

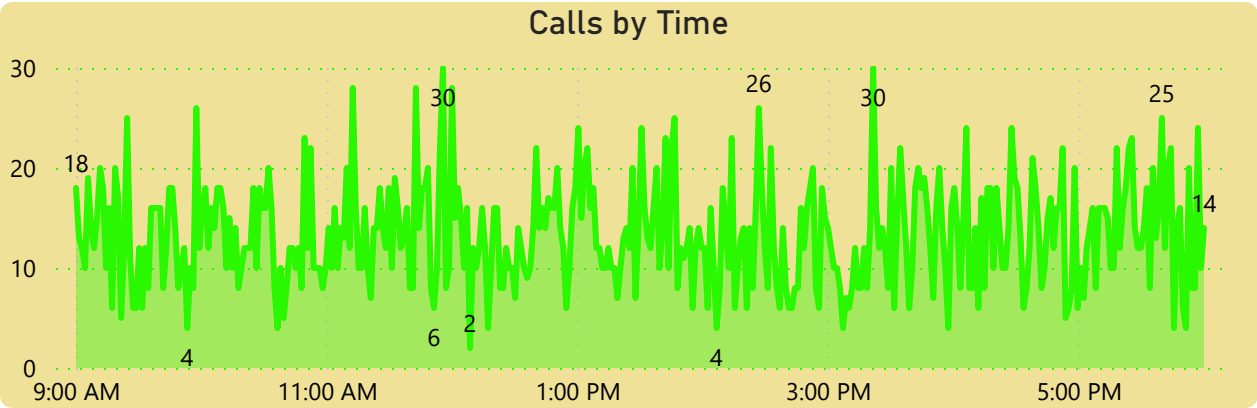
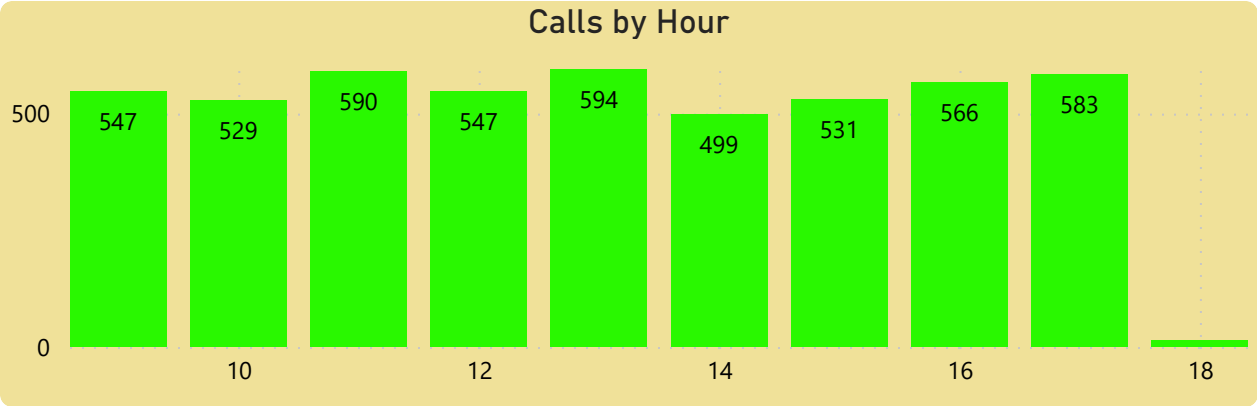
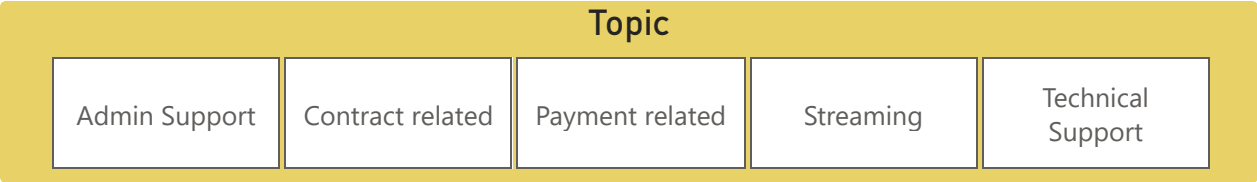
18.92%

Overall Call

72.92%

Call Answered %

27.08%



Home

Call

Agent

Customer Satisfaction

Overall Call

5000

Call Answered

4054

Customer Satisfied

2023

Customer Not Satisfied

2977

Topic

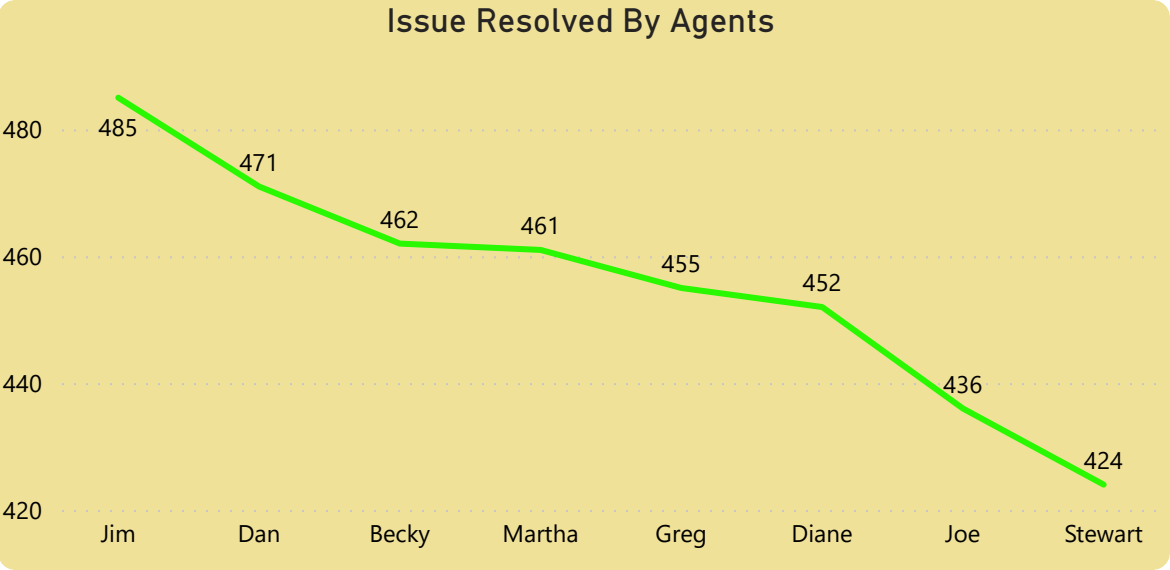
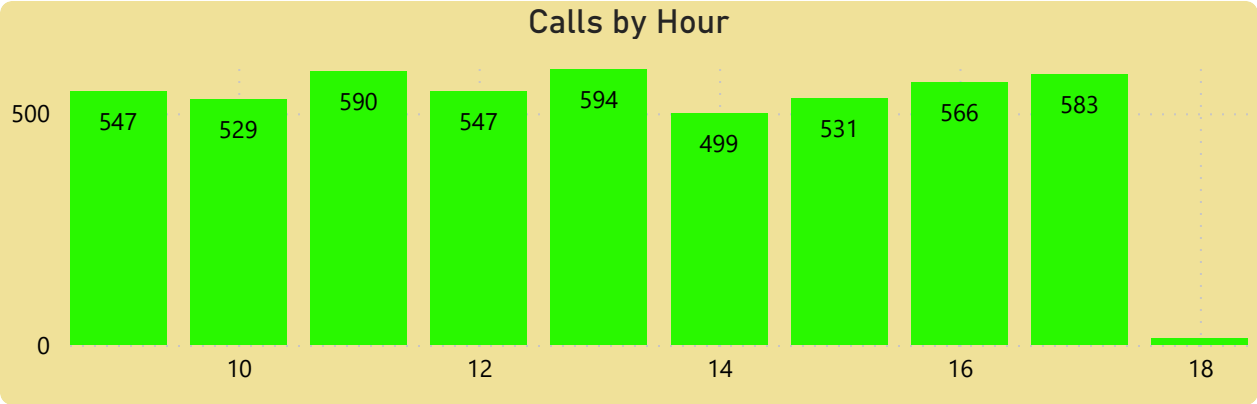
Admin Support

Contract related

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Technical Support



Agent	customer Satisfied	customer not satisfied	call answered %	Avg speed ans	Avg Call Duration time
Becky	261	370	81.93%	53.53	2.60
Dan	261	372	82.62%	55.59	2.75
Diane	246	387	79.15%	52.45	2.50
Greg	241	383	80.45%	55.06	2.65
Jim	268	398	80.48%	53.39	2.65
Joe	230	363	81.62%	57.94	2.63
Martha	271	367	80.56%	55.98	2.61
Stewart	245	337	81.96%	54.24	2.68
Total	2023	2977	81.08%	54.75	2.63

Overall Call

5000

Call Answered

4054

Customer Satisfied

2023

Customer Not Satisfied

2977

Issue Not Resolved

1354

Issue Resolved

3646

Issue Resolved %

72.92%

Call Not Answered

946

Topic

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